




# ISTQB Expert Level

Chris Van Bael



## WHO AM I?

- ▶ Test consultant ps\_testware
- ▶ Board KVIV SW Testing
- ▶ Board BNTQB
- ▶ ISEB Practitioner certified
- ▶ ISTQB Accredited trainer
- ▶ Book: Advanced Test Management

## WHAT IS ISTQB?

“Enabling Test Professionals,

through Globally accepted Software Testing  
Certification standards

to support their career development,  
built on solid professional foundations and  
exemplary organizational culture. ”

## ROLES ISTQB

- ▶ Syllabi
  - Foundation, Advanced, Expert ITP
- ▶ Glossary
- ▶ Exam Guidelines
- ▶ Processes
  - (Cross) Accreditation
  - Examination
  - Certification

## BNTQB

- ▶ Chair: Meile Posthuma
- ▶ Vice-chair: Rik Kochuyt
- ▶ Treasurer: Bart Watertor
- ▶ Intern. representative: Mieke Gevers
- ▶ Secretary: Chris Van Bael
- ▶ 2<sup>e</sup> Secretary: Gerard Kruijff
- ▶ Marketing & Communication: Mieke Gevers
- ▶ Webmaster: Alec Puype

## ROLES BNTQB

- ▶ Translates documents:  
Glossary, Exam questions
- ▶ Chooses accreditation organization
- ▶ Chooses examination organization
- ▶ Create & review exam questions
- ▶ Quality assurance (audits)

## ROLES ISEB

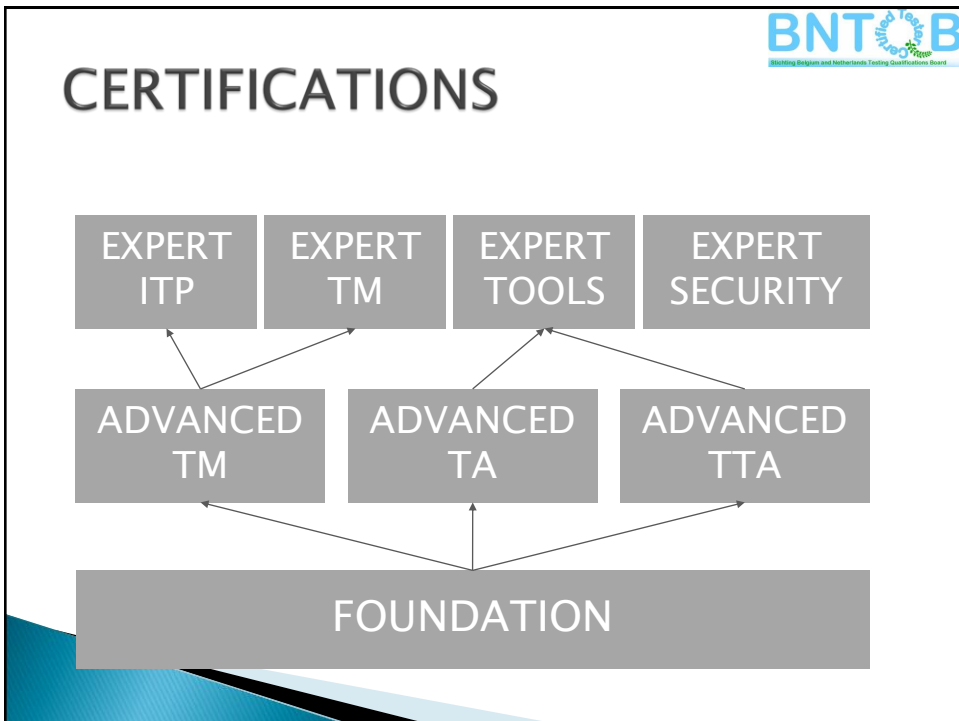
- ▶ Accreditation for Foundation
- ▶ Examination for Foundation
  
- ▶ Accreditation for Advanced
- ▶ Examination for Advanced

## ROLES ISQI

- ▶ Examination for Foundation
  
- ▶ Examination for Advanced



# CERTIFICATES



## FOUNDATION

- ▶ Fundamentals of testing
- ▶ Testing in the software life cycle
- ▶ Static techniques
- ▶ Test design techniques
- ▶ Test management
- ▶ Tools

## ADVANCED TM

- ▶ Basic aspects
- ▶ Test process
- ▶ Test management
- ▶ Reviews
- ▶ Incident management
- ▶ Improvement / Standards
- ▶ Tools
- ▶ People skills

## ADVANCED TA

- ▶ Test process
- ▶ Risk
- ▶ Black box techniques
- ▶ SW characteristics
- ▶ Reviews
- ▶ Incident management
- ▶ Tools

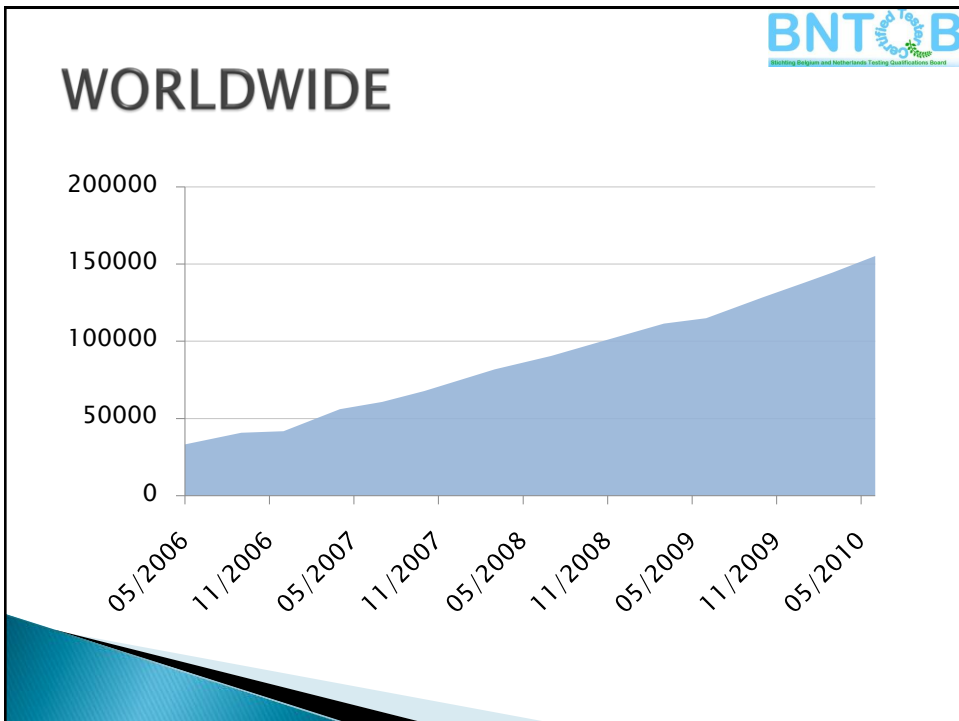
## ADVANCED TTA

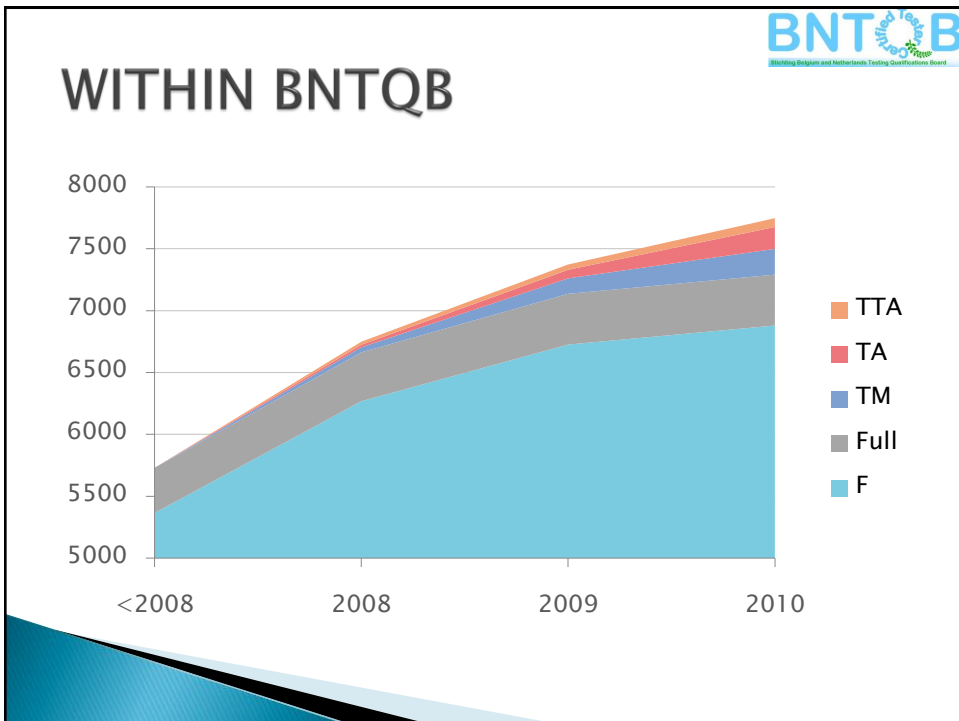
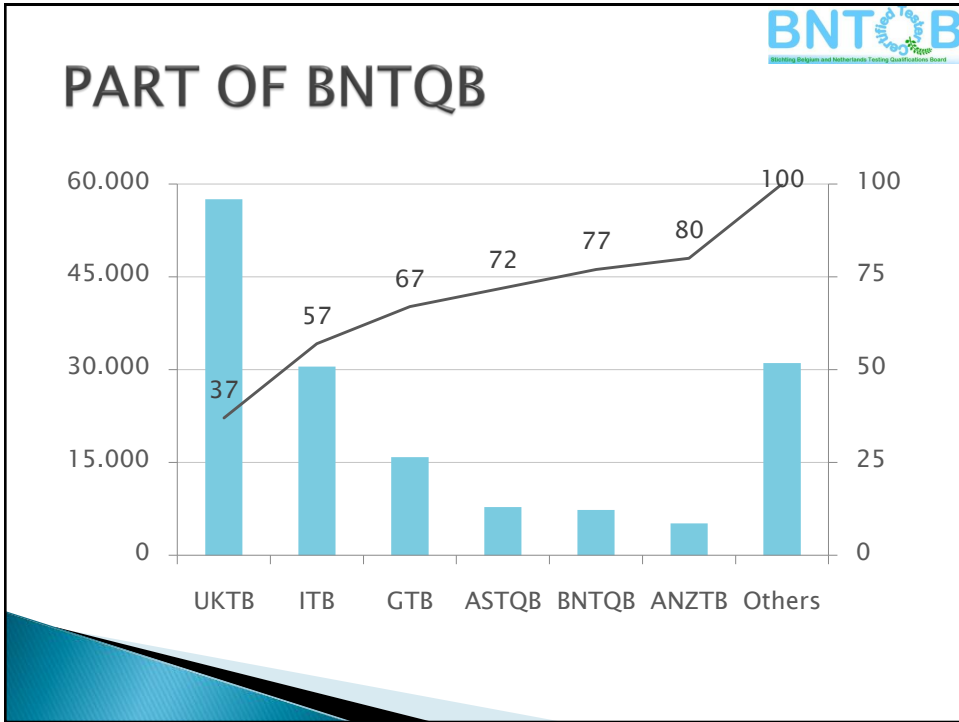
- ▶ Test process
- ▶ Risk
- ▶ White box techniques
- ▶ SW characteristics
- ▶ Reviews
- ▶ Incident management
- ▶ Tools

**BNT Certified Tester B**  
Stichting Belgium and Netherlands Testing Qualifications Board

**ISTQB**  
International Software Testing Qualifications Board

# NUMBERS







**BNTQB**  
Stichting Belgium and Netherlands Testing Qualifications Board

## WHAT IS AN EXPERT?

An expert is a person with the **special skills and knowledge** representing mastery of a **particular testing subject**. Being an expert means possessing and displaying special skills and knowledge derived from **training and experience**.

- ▶ Advanced point in career
- ▶ Broad knowledge of testing in general
- ▶ In depth understanding in a special test area
- ▶ Able to influence the direction

## PREREQUISITES

- ▶ ISTQB Advanced Test Manager
- ▶ >5 years testing experience
- ▶ >2 years experience in topic
- ▶ One paper OR presentation on topic

## CONTENT EXPERT ITP


- ▶ Context of improvement
- ▶ Model-based improvement
- ▶ Analytical-based improvement
- ▶ Selecting the improvement approach
- ▶ Process for improvement
- ▶ Organization, roles & skills
- ▶ Managing change
- ▶ Critical success factors

## CONTEXT

- ▶ Why improve?
- ▶ What to improve?
- ▶ Views of quality
- ▶ Generic improvement process
- ▶ Improvement approaches

## MODEL-BASED



- ▶ Introduction
- ▶ SW process improvement models  
CMMI, ISO 15504-5
- ▶ Test process improvement models  
TPI Next, TMMi
- ▶ Content-based models  
STEP, CTP



## ANALYTIC-BASED

555 min


- ▶ Causal analysis
  - cause/effect diagrams, inspections, anomaly classification
- ▶ GQM approach
  - goal-question-metric



## SELECTING APPROACH

105 min

- ▶ Summarize reasons
- ▶ Recommend approach in scenario



  
900 min

## PROCESS FOR IMPROVEMENT

- ▶ Introduction
- ▶ Initiating the improvement process
- ▶ Diagnosing current situation
- ▶ Establishing improvement plan
- ▶ Acting to implement improvement
- ▶ Learning from improvement program




  
465 min

## ORG., ROLES, SKILLS


- ▶ Organization
  - test process group, outsourcing/offshoring,
  - design organizational structure
- ▶ Roles
- ▶ Skills
  - perform assessment, interviewing, listening
  - analytical, presentational, persuasion skills



# MANAGING CHANGE

 285 min

- ▶ Fundamental change management process
- ▶ Human factors




# SUCCESS FACTORS

 300 min

- ▶ Key success factors
  - getting started
  - getting job done
- ▶ Setting a culture for improvement







# ADAPT


60 mins

- ▶ Adapting to different life cycle models



# COURSE

- ▶ Course teaching + exercises: 6 days
- ▶ Exercises in the workplace: +2 days
- ▶ Max. 10 students
- ▶ Exam: 3 hours
  - 1 hour multiple choice (K2–K4)
  - 2 hours essay (K5–K6)




## FAQ

- ▶ Numbers: 10–15% of TM
- ▶ Collaboration of training providers is expected

## OTHER EXPERT LEVELS

- ▶ Test Manager: Q2 2011
- ▶ Test Automation: Q1 2012?
- ▶ Security Testing: recently started

QUESTIONS



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